

District of Columbia Fire and Emergency Medical Services Department Patient Survey Results (Counts) - FY 2015 (10/1/2014 to 9/30/2015)

Category	Survey Question	Very Slow	Slow	Acceptable	Fast	Very Fast	Can't Answer	Blank
RESPONSE TIME	After the 911 call was placed, how would you rate the response time of Fire and EMS emergency vehicles?	41	63	276	531	745	126	58
Category	Survey Question	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Can't Answer	Blank
PROFESSIONALISM	Did Fire and EMS personnel look and act professional?	37	29	116	375	1,191	56	36
COMPETENCE	Did Fire and EMS personnel seem competent and knowledgeable performing their duties?	40	35	116	355	1,198	53	43
ATTITUDE	Did Fire and EMS personnel act courteous and respectful?	42	25	106	303	1,278	50	36
INTERACTION WITH PATIENT	Did Fire and EMS personnel keep you informed about what they were doing?	49	43	151	351	1,149	62	35
EMPATHY FOR PATIENT	Did Fire and EMS personnel show concern about your comfort during transport to the hospital?	58	42	145	286	1,184	89	36
EMPATHY FOR FAMILY	Did Fire and EMS personnel show concern for your family members?	42	28	153	220	923	376	98
Category	Survey Question	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Can't Answer	Blank
OVERALL SATISFACTION	Overall, how satisfied were you with the services you received?	61	42	88	345	1,236	38	30
Category	Survey Question	Very Long	Long	Acceptable	Short	Very Short	Can't Answer	Blank
HOSPITAL TRANSFER TIME	After being brought inside the hospital, how would you describe the length of time you spent waiting to be moved from the ambulance stretcher to the treatment area or waiting room of the emergency department?	40	79	355	354	878	99	35

District of Columbia Fire and Emergency Medical Services Department Patient Survey Results (Percentages) - FY 2015 (10/1/2014 to 9/30/2015)

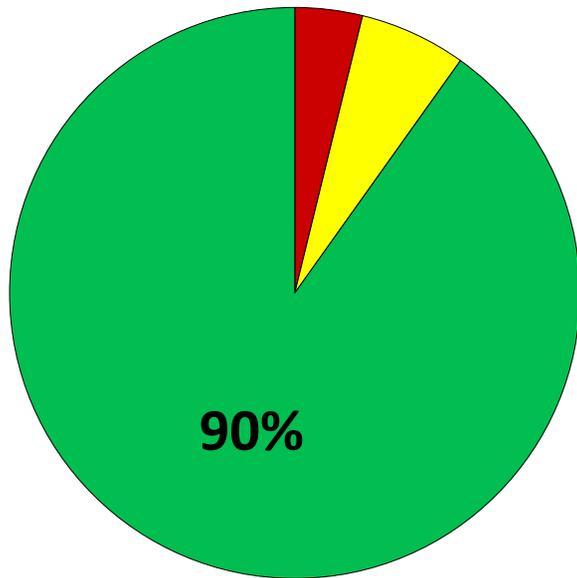
Category	Survey Question	Very Slow	Slow	Acceptable	Fast	Very Fast	Answered	Not Answered
RESPONSE TIME	After the 911 call was placed, how would you rate the response time of Fire and EMS emergency vehicles?	2%	4%	17%	32%	45%	1,656	184
Category	Survey Question	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Answered	Not Answered
PROFESSIONALISM	Did Fire and EMS personnel look and act professional?	2%	2%	7%	21%	68%	1,748	92
COMPETENCE	Did Fire and EMS personnel seem competent and knowledgeable performing their duties?	2%	2%	7%	20%	69%	1,744	96
ATTITUDE	Did Fire and EMS personnel act courteous and respectful?	2%	1%	6%	17%	73%	1,754	86
INTERACTION WITH PATIENT	Did Fire and EMS personnel keep you informed about what they were doing?	3%	2%	9%	20%	66%	1,743	97
EMPATHY FOR PATIENT	Did Fire and EMS personnel show concern about your comfort during transport to the hospital?	3%	2%	8%	17%	69%	1,715	125
EMPATHY FOR FAMILY	Did Fire and EMS personnel show concern for your family members?	3%	2%	11%	16%	68%	1,366	474
Category	Survey Question	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Answered	Not Answered
OVERALL SATISFACTION	Overall, how satisfied were you with the services you received?	3%	2%	5%	19%	70%	1,772	68
Category	Survey Question	Very Long	Long	Acceptable	Short	Very Short	Answered	Not Answered
HOSPITAL TRANSFER TIME	After being brought inside the hospital, how would you describe the length of time you spent waiting to be moved from the ambulance stretcher to the treatment area or waiting room of the emergency department?	2%	5%	21%	21%	51%	1,706	134

District of Columbia Fire and Emergency Medical Services Department Patient Survey Results (Charts) - FY 2015 (10/1/2014 to 9/30/2015)

Attitude of Crew

Did Fire and EMS personnel act courteous and respectful?

■ Disagree ■ Neutral ■ Agree



Overall Satisfaction

Overall, how satisfied were you with the services you received?

■ Dissatisfied ■ Neutral ■ Satisfied

